

All DA Photos, Passport Photos, and Command Photos will be scheduled using the Visual Information Order System VIOS.

There are two ways to access the site. Users **with CAC** readers should go to www.vios.army.mil. Users **without CAC** readers should go to www.vios-akoeast.army.mil and login using their AKO username and password.

Once a new user has accessed the site they should follow the steps below to establish an account and request a service.

- 1> Select the eastern side of the United States Map.
- 2> Select your digital certificate then click ok (CAC enabled users only)
- 3> Determine the type of user you are after reading the user descriptions. Most customers will be new users. Select the “new user button” on the right side of the screen.
- 4> Using the drop down box select your installation. Indiana National Guard customers will select Indiana ARNG then select continue.
- 5> Select the 3903 work order image.
- 6> Complete your custom contact information. (note this is a onetime process) Select next to continue.
- 7> You are now ready to submit a work request. Follow the prompts to complete your request submission.

Photo appointment slots are available Monday – Friday from 0900-1030hrs and 1230-1430hrs. The DA Photo Lab is located at: the JFHQ-IN-J1 9301 E 59TH Street Lawrence, IN 46216-2236 (located in the Ivy Tech building near Fort Ben Harrison)

If you have specific photo related issues contact the DA Photo Lab at 317-964-7052.

If you have technical issues contact the Visual Information Department at 317-247-3300 x4318.

Note: Until further notice when submitting a work order for a passport or change of command photo you must select the DA Photo option under Type of Photography. **DO NOT SELECT** Head and Shoulders / Passport, you will not be able to schedule an appointment under this option.